BLACKBIRD FOR TRAINING

IT Support Services, Helpdesk, Incident Handling & Customer Support

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Kuala Lumpur (Malaysia)

UK Traininig
PARTNER



IT Support Services, Helpdesk, Incident Handling & Customer Support

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Introduction

This practical and comprehensive masterclass is designed for IT support professionals, helpdesk technicians, technical support engineers, IT administrators, system administrators, network support specialists, IT service management professionals, IT managers, and professionals responsible for technical support, IT operations, service delivery, and customer support.

The course provides a practical understanding of the principles, processes, tools, and techniques required to deliver effective IT support and helpdesk services. It focuses on service requests, incident management, troubleshooting, service desk operations, technical communication, escalation management, and customer-focused IT support.

The programme covers IT support fundamentals, service desk operations, ticketing systems, incident and service request management, ITIL principles, hardware and software troubleshooting, network support, remote assistance, cloud-based support, system monitoring, documentation, knowledge management, cybersecurity awareness, user authentication, service-level agreements, and IT support performance measurement.

Particular emphasis is placed on practical problem-solving and real-world IT support scenarios, enabling participants to diagnose technical issues, prioritize incidents, manage escalations, communicate effectively with users, document solutions, and contribute to reliable and efficient IT service delivery.

Course Objectives

By the end of this course, participants will be able to:



- Understand the fundamental principles and responsibilities of modern IT support services.
- Understand the role of the helpdesk and service desk within IT operations.
- Distinguish between service requests, incidents, problems, and common support issues.
- Apply structured approaches to incident handling and service request management.
- Implement effective IT service desk processes and ticket management practices.
- Apply relevant ITIL principles to IT support and incident management.
- Diagnose and troubleshoot common hardware and software problems.
- Analyse basic network connectivity and system-related issues.
- Apply structured troubleshooting and root-cause identification techniques.
- Provide effective remote IT support using appropriate tools and procedures.
- Understand cloud-based IT support and remote service delivery approaches.
- Monitor system performance and validate the resolution of technical incidents.
- Apply appropriate incident prioritization and escalation procedures.
- Understand Service Level Agreements and key IT support service metrics.
- Develop effective IT support documentation and knowledge base resources.
- Apply professional communication techniques when dealing with IT users and customers.
- Manage difficult customer interactions, complaints, and service escalations professionally.
- Understand basic cybersecurity requirements within IT support environments.
- Apply user authentication, access management, and security-conscious support practices.
- Understand backup, recovery, business continuity, and disaster recovery considerations.
- Evaluate IT support performance using relevant KPIs and service metrics.
- Apply practical IT support techniques to real-world organizational scenarios.

Course Outline

Day One - IT Support Fundamentals and Helpdesk Operations

1. Introduction to modern IT support and service delivery
2. Roles, responsibilities, and functions of IT support professionals
3. The role of the helpdesk and service desk within IT operations
4. Understanding service requests, incidents, problems, and technical issues
5. Service request management and incident handling processes
6. IT support workflows, ticket lifecycle, and ticket categorization
7. IT service desk best practices and operational procedures
8. Introduction to ITIL principles for IT support services
9. Service prioritization, response requirements, and escalation procedures
10. Practical helpdesk scenarios and service request exercises



Day Two - Technical Troubleshooting, Network Support, and Remote Assistance

1. Fundamentals of technical troubleshooting and problem diagnosis
2. Understanding hardware-related support issues
3. Diagnosing common software and operating system problems
4. Troubleshooting user, application, and configuration issues
5. Basic network troubleshooting and connectivity analysis
6. Identifying common network and system support problems
7. Remote desktop support principles and operational practices
8. Cloud-based IT support and remote service delivery
9. System monitoring, incident validation, and performance checks
10. Practical troubleshooting exercises and technical case studies

Day Three - Incident Management, ITIL, and Service Performance

1. ITIL concepts and their application to IT support operations
2. Incident management processes and support workflows
3. Incident classification, categorization, and prioritization
4. Incident escalation and resolution management
5. Root cause analysis and structured problem-solving
6. Service Level Agreements and service-level commitments
7. IT support metrics, KPIs, and service performance measurement
8. Incident documentation and resolution recording
9. Business continuity and risk considerations in IT support
10. Practical incident management and escalation scenarios

Day Four - Customer Support, Communication, and IT Support Security

1. Professional communication for IT support and helpdesk teams
2. Understanding user needs and managing support expectations
3. Handling difficult customers, complaints, and service escalations
4. Effective questioning, active listening, and technical communication
5. Customer-focused approaches to IT issue resolution
6. User authentication and access management principles
7. Cybersecurity awareness for helpdesk and technical support teams
8. Secure handling of user information and support activities
9. Ethical, compliance, and confidentiality considerations in IT support
10. Role-playing exercises for customer interaction and support resolution



Day Five - Advanced IT Support, Service Optimization, and Masterclass Applications

1. Managing enterprise IT support and infrastructure services
2. Digital transformation and modern IT support environments
3. Cloud technologies and evolving technical support models
4. IT backup, recovery, and disaster recovery considerations
5. Knowledge management and development of IT support resources
6. Process automation and service desk efficiency
7. Advanced troubleshooting approaches for complex IT environments
8. Analysing IT support performance, KPIs, and improvement opportunities
9. Integrated IT support case studies and masterclass simulation
10. Professional review, competency assessment, and final course certification

Why Attend This Course? - Gains & Losses!

Gains

- Develop a strong practical foundation in IT support and helpdesk operations.
- Improve the ability to manage service requests and technical incidents effectively.
- Strengthen troubleshooting and structured problem-solving capabilities.
- Improve understanding of ITIL principles and service management practices.
- Develop stronger skills in hardware, software, network, and system troubleshooting.
- Improve the ability to provide effective remote and cloud-based IT support.
- Strengthen incident prioritization, escalation, and resolution capabilities.
- Improve understanding of SLAs, KPIs, and IT support performance measurement.
- Develop more effective IT support documentation and knowledge management practices.
- Strengthen technical communication and customer service capabilities.
- Improve the ability to handle difficult users and service-related escalations.
- Develop greater cybersecurity awareness within IT support operations.
- Strengthen understanding of authentication, access management, and secure support practices.
- Improve awareness of backup, recovery, and business continuity requirements.
- Develop stronger capabilities for managing enterprise IT support environments.
- Improve service desk efficiency, consistency, and overall user experience.
- Apply practical IT support knowledge to real-world operational challenges.

Potential Losses

Without sufficient IT support and helpdesk capabilities, organisations may face:



- Increased system downtime and disruption to business operations.
- Delayed identification and resolution of technical incidents.
- Inefficient handling and prioritization of service requests.
- Poor incident escalation and communication processes.
- Inconsistent troubleshooting and repeated technical problems.
- Increased workload caused by ineffective helpdesk procedures.
- Poor customer and employee experience when receiving IT support.
- Failure to meet agreed service levels and support commitments.
- Inadequate documentation and loss of technical knowledge.
- Increased exposure to cybersecurity risks through improper support practices.
- Weak user authentication and access-management procedures.
- Poor monitoring of IT systems and infrastructure performance.
- Ineffective backup, recovery, and business continuity practices.
- Difficulty managing remote and cloud-based support environments.
- Poor visibility into IT support performance and service quality.
- Inefficient use of IT resources and support personnel.
- Delayed identification of recurring problems and underlying causes.
- Reduced productivity resulting from unresolved or recurring IT issues.

Conclusion

Over one week, this masterclass provides a comprehensive and practical understanding of modern IT support services, helpdesk operations, incident handling, technical troubleshooting, and customer support.

The programme combines IT service management principles with practical applications covering service requests, incident management, ticketing, ITIL, hardware and software troubleshooting, network support, remote assistance, cloud-based support, system monitoring, documentation, cybersecurity, customer communication, SLAs, KPIs, backup, recovery, and business continuity.

Participants will develop the ability to diagnose and resolve technical issues, manage incidents and escalations, communicate effectively with users, document support activities, apply security-conscious support practices, and contribute to more efficient and reliable IT service delivery.

Frequently Asked Questions FAQ

1. Who is this course designed for?

IT support specialists, helpdesk technicians, technical support engineers, IT administrators, system administrators, network support professionals, IT service management professionals, IT managers, and customer support professionals working within IT environments.

2. Is the course practical?

Yes. The programme includes troubleshooting exercises, helpdesk scenarios, incident management cases, customer-service role plays, technical support simulations, and practical IT service delivery tasks.



3. Does the course require previous IT experience?

No formal qualification is required. Basic familiarity with IT systems, networking, technical support, or customer service can be beneficial but is not essential.

4. Does the course cover helpdesk and ticketing operations?

Yes. Participants examine helpdesk structures, ticket lifecycle management, service requests, incident categorization, prioritization, escalation, documentation, and service desk best practices.

5. Does the course cover ITIL?

Yes. The programme introduces the key ITIL principles relevant to IT support, service requests, incident management, service levels, escalation, and service improvement.

6. Does the course cover technical troubleshooting?

Yes. The course covers structured troubleshooting of hardware, software, operating systems, applications, networks, connectivity, and common system-related problems.

7. Does the course cover remote and cloud-based IT support?

Yes. Participants explore remote desktop support, remote troubleshooting practices, cloud-based support models, and considerations for supporting distributed IT environments.

8. Does the course cover customer service and communication?

Yes. The programme addresses professional communication, active listening, managing expectations, handling difficult customers, complaints, service escalations, and effective technical communication.

9. Does the course cover cybersecurity?

Yes. It covers cybersecurity awareness within IT support, user authentication, access management, secure support practices, information protection, and basic security considerations for helpdesk teams.

10. Does the course cover IT support performance measurement?

Yes. Participants examine SLAs, KPIs, service performance indicators, incident metrics, response and resolution performance, and approaches to improving service desk efficiency.

11. Is there a practical assessment?

Yes. The programme includes practical troubleshooting activities, incident scenarios, customer-support exercises, case studies, and an integrated IT support masterclass simulation.



12. What is the duration of the course?

One week, four hours per day, for a total of 20 training hours.

13. Is the course delivered by one trainer?

Yes. The entire programme is designed to be delivered by one trainer throughout the one week.

